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09/940,974	08/28/2001	Wayne Lewis Dickerson JR.	END920010076US1	6358

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EXAMINER

LOFTIS, JOHNNA RONEE

ART UNIT	PAPER NUMBER
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3623

MAIL DATE	DELIVERY MODE
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08/20/2007

PAPER

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Office Action Summary	Application No.	Applicant(s)	
	09/940,974	DICKERSON, WAYNE LEWIS	
	Examiner	Art Unit	
	Johnna R. Loftis	3623	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --
Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1) Responsive to communication(s) filed on 29 May 2007.
 2a) This action is **FINAL**. 2b) This action is non-final.
 3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4) Claim(s) 23 and 26-33 is/are pending in the application.
 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
 5) Claim(s) _____ is/are allowed.
 6) Claim(s) 23 and 26-33 is/are rejected.
 7) Claim(s) _____ is/are objected to.
 8) Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9) The specification is objected to by the Examiner.
 10) The drawing(s) filed on _____ is/are: a) accepted or b) objected to by the Examiner.
 Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
 Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
 11) The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
 a) All b) Some * c) None of:
 1. Certified copies of the priority documents have been received.
 2. Certified copies of the priority documents have been received in Application No. _____.
 3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892)	4) <input type="checkbox"/> Interview Summary (PTO-413)
2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948)	Paper No(s)/Mail Date. _____
3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08)	5) <input type="checkbox"/> Notice of Informal Patent Application
Paper No(s)/Mail Date _____	6) <input type="checkbox"/> Other: _____

DETAILED ACTION

1. The following is a final office action upon examination of application number 09/940,974. Claims 24 and 25 are cancelled. Claims 23 and 26-33 are pending and have been examined on the merits discussed below.

Response to Arguments

2. Applicant's arguments with respect to prior rejections of claims 23-33 under 35 USC 112, 1st paragraph, filed 5/29/07 have been fully considered but they are not persuasive. While applicant's amendment addresses issues regarding the endless number of metrics for a given industry, the amendment does not address the endless number of solutions that are assembled. Even though the metrics include at least one of a rate of inventory turnover and a number of customers per day, the assembled set of solutions is endless and there is no guarantee the solutions assembled will actually have any impact on the metrics in the assessment step. As claimed, when the solutions are assembled, the metrics are not considered. Only when the assessment takes place are the metrics considered in view of the solutions.

3. Applicant's arguments with respect to prior rejections of claim 26 under 35 USC 112, 1st paragraph, filed 5/29/07 have been fully considered but they are not persuasive. In turning to the specification, it states the conflict resolutions rules dictate whether a solution should be identified for implementation. Once the solution is assessed and it is determined whether the solution has a negative or positive impact on a metric, it seems the conflict resolutions rules are applied in such a way to weigh one solution against another taking in to consideration the positive and negative impact of each solution. This, however, is not explained in such a way to enable any person

skilled in the art to which it pertains, or with which it is most nearly connected, to practice the invention commensurate in scope with these claims.

4. Applicant's arguments, with respect to rejections under 35 USC 112, 2nd paragraph, have been fully considered and are persuasive. The rejection of claims 23-33 under 35 USC 112, 2nd paragraph has been withdrawn.

5. Applicant's arguments filed 5/29/07 have been fully considered but they are not persuasive. Applicant argues the claims are statutory under 35 USC 101. Since there is no objective methodology explaining how to identify solutions to problems that don't necessarily exist, the claimed invention is not concrete. The assembly of solutions does not consider the metrics for the specific industry, therefore, during assessment of the impact of the solutions, there is no guarantee the solutions assembled with actually have any impact on the metrics in the assessment step.

**Rejections under 35 USC 112 and 35 USC 101 have been modified in light of the amendments to the claims.

6. Applicant's arguments filed with respect to rejections under 35 USC 103(a) have been fully considered but they are not persuasive. Applicant argues the claims as newly amended. Examiner points out that Machin teaches metrics including inventory turnover and customers per day, but does not explicitly teach these metrics in the grocery industry. As claimed, however, these limitations merely recite various intended uses of the invention. Rejections have been modified in view of the new amendments.

Claim Rejections - 35 USC § 112

7. The following is a quotation of the first paragraph of 35 U.S.C. 112:

The specification shall contain a written description of the invention, and of the manner and process of making and using it, in such full, clear, concise, and exact terms as to enable any person skilled in the art to which it pertains, or with which it is most nearly connected, to make and use the same and shall set forth the best mode contemplated by the inventor of carrying out his invention.

8. Claims 23 and 26-33 are rejected under 35 U.S.C. 112, first paragraph, as failing to comply with the enablement requirement. The claim(s) contains subject matter which was not described in the specification in such a way as to enable one skilled in the art to which it pertains, or with which it is most nearly connected, to make and/or use the invention. Specifically, it is not clear how one would go about assessing the impact of each solution. The assembled solutions are hypothetical based on the industry. The number solutions for a given industry are endless. There is nothing in the specification that clearly sets forth steps one would take that would enable one to assess the impact of all possible solutions.

Claim 26 is rejected under 35 U.S.C. 112, first paragraph as failing to comply with the enablement requirement. The claim(s) contains subject matter which was not described in the specification in such a way as to enable one skilled in the art to which it pertains, or with which it is most nearly connected, to make and/or use the invention. Specifically, it is not clear what the conflict resolution rules are and it is not clear how they are implemented in such a way to determine a solution.

Claim Rejections - 35 USC § 101

9. 35 U.S.C. 101 reads as follows:

Whoever invents or discovers any new and useful process, machine, manufacture, or composition of matter, or any new and useful improvement thereof, may obtain a patent therefor, subject to the conditions and requirements of this title.

Claims 23 and 26-33 are rejected under 35 U.S.C. 101 because the claimed invention is directed to non-statutory subject matter. For a claimed invention to be statutory, the claimed invention must produce a useful, concrete and tangible result. The claimed invention lacks concreteness since the claims are, in a sense, directed to brainstorming to come up with potential solutions to potential problems. There is no objective methodology explaining how to identify solutions to problems that don't necessarily exist. Additionally, the claimed conflict resolution rules are not repeatable since there are no guidelines or explicitly methodology set forth in the specification that would enable one of ordinary skill in the art to select a solution that has a positive impact on one metric but a negative impact on another solution.

Claim Rejections - 35 USC § 103

10. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

Claims 23 and 26-33 are rejected under 35 U.S.C. 103(a) as being unpatentable over Machin et al, US 6,877,034, in view of Sanders, US 6,411,936.

As per claim 23, Machin et al teaches identifying operational metrics for the industry, wherein the operational metrics includes a factor used to measure health or viability of a generic company in the specific industry (figs. 12 and 13 – a set of metrics are identified to evaluate a call center – these metrics inherently measure health or viability of the call center); assembling a

set of solutions for application for a specific industry, wherein the set includes one of decision, an action, a product and a service (Since Machin et al is set up so that one can independently log in to the system and perform the gap analysis wherein the set of solutions is pulled from a database, it seems that these solutions associated with industry metrics are set forth prior to any gap analysis taking place. Based on the industry, in the example given it is a call center, a set of metrics is established. Once the gap analysis is performed on each of the metrics, a printout of a summary of potential solutions available on the market for narrowing or eliminating that gap is presented. These solutions must be previously set forth based on the metrics for the specific industry); comparing current operational performance of the company to an operational performance of another company within the industry to expose performance gaps (column 11, line 15 – column 12, line 15 – a performance gap analysis is performed evaluating the performance gap between the requesting user and a peer group); and identifying a solution based upon the impacts to address the exposed performance gaps (column 12, lines 17-30 - the gap versus solution optimizer report takes each metric and comes up with a summary of potential solutions; then estimates the impact of the solution on the performance gap and ranks the solutions in descending order with the best solution at the top; see fig 14 also - for each performance gap, based on the metrics, an optimal decision index is calculated based on cost to implement, time to implement, risk to implement and return on investment to implement – that with the lowest optimal decision index is the best proposed solution for that performance gap (column 13, lines 22-27)) and outputting the solution from the computer system (see fig 14), but does not explicitly teach assessing impacts of application of the solutions on operational metrics prior to any comparison between companies. However, Sanders teaches a continuous closed

loop process wherein enterprise value enhancement solutions are updated based on feedback information. Sanders teaches a performance processor is used to compile a set of solutions that are mapped to causals and functions of the enterprise (column 14, lines 10-65). The globally networked total solution system of Sanders delivers value enhancement through solutions sets most appropriate for execution by specific functions for delivery of enhanced value (column 6, lines 57-60). Regression or other similar analysis is used to determine the highest confidence measure of success for particular solutions (column 14, lines 15-25). Therefore, it would have been obvious at the time of the invention to incorporate the established solutions of Sanders into Machin et al's gap analysis system to provide recommended solutions and best practices for industry metrics that can be easily accessed based on the gap analysis. The access of the established solutions would simplify and quicken the gap analysis procedure. The combination of Machin and Sanders teaches inventory turnover and number of customers (see fig. 9 – metric includes inbound calls per 8 hour shift, i.e., number of calling customers; fig 14. – call turnover is included) but does not teach the specific industry is the grocery store industry. However, these limitations merely recite various intended uses of the invention. A recitation of the intended use of the claimed invention must result in a structural difference between the claimed invention and the prior art in order to patentably distinguish the claimed invention from the prior art. If the prior art structure is capable of performing the intended use, then it meets the claim. In a claim drawn to a process of making, the intended use must result in a manipulative difference as compared to the prior art. See *In re Casey*, 152 USPQ 235 (CCPA 1967) and *In re Otto*, 136 USPQ 458, 459 (CCPA 1963). The claimed recitations of intended use neither result in a structural difference between the claimed invention and the prior art nor in a manipulative

difference as compared to the prior art; therefore, the claimed invention is not deemed to be patentably distinct over the prior art.

As per claim 26, Machin et al teaches applying conflict resolution rule when a solution has a positive or negative impact on the metric (see fig 14. and column 12, lines 16-30 – the gap versus solution optimizer looks at each gap and each solution and estimates the impact of the solution on the performance gap) and determining which solution should be implemented (column 12, lines 16-30; column 13, lines 22-26 – determines which solution is optimal).

As per claim 27, Machin et al teaches benchmarking a company process or function on an articulated basis (column 13, lines 28-35), but does not explicitly teach repeating the steps automatically at a scheduled interval. Official notice is taken that it would have been obvious to one of ordinary skill in the art at the time of the invention to repeat the steps automatically at a scheduled interval as a way to monitor the company's performance. By automatically repeating at scheduled intervals, the benchmarking process of Machin et al, the company would be more aware of it's performance based on the benchmarking calculations leading to a more accurate view of the company's performance.

As per claim 28, Machin et al teaches the another company is a best in class company (column 3, lines 26-34 – benchmarking involves comparing the vital statistics of one enterprise against those of a peer group).

As per claim 29, Machin et al teaches identifying operational metrics for the industry, wherein the operational metrics includes a factor used to measure health or viability of a generic company in the specific industry (figs. 12 and 13 – a set of metrics are identified to evaluate a call center – these metrics inherently measure health or viability of the call center); assembling a

set of solutions for application for a specific industry, wherein the set includes one of decision, an action, a product and a service (Since Machin et al is set up so that one can independently log in to the system and perform the gap analysis wherein the set of solutions is pulled from a database, it seems that these solutions associated with industry metrics are set forth prior to any gap analysis taking place. Based on the industry, in the example given it is a call center, a set of metrics is established. Once the gap analysis is performed on each of the metrics, a printout of a summary of potential solutions available on the market for narrowing or eliminating that gap is presented. These solutions must be previously set forth based on the metrics for the specific industry); comparing current operational performance of the company to an operational performance of another company within the industry to expose performance gaps (column 11, line 15 – column 12, line 15 – a performance gap analysis is performed evaluating the performance gap between the requesting user and a peer group); generating a value proposition by identifying a solution based on the impacts to address the exposed performance gaps (column 12, lines 17-30 - the gap versus solution optimizer report takes each metric and comes up with a summary of potential solutions; then estimates the impact of the solution on the performance gap and ranks the solutions in descending order with the best solution at the top; see fig 14 also – for each performance gap, based on the metrics, an optimal decision index is calculated based on cost to implement, time to implement, risk to implement and return on investment to implement – that with the lowest optimal decision index is the best proposed solution for that performance gap (column 13, lines 22-27)) and outputting the value proposition from the computer system (see fig 14), but does not explicitly teach assessing impacts of application of the solutions on operational metrics prior to any comparison between companies. However, Sanders teaches a

continuous closed loop process wherein enterprise value enhancement solutions are updated based on feedback information. Sanders teaches a performance processor is used to compile a set of solutions that are mapped to causals and functions of the enterprise (column 14, lines 10-65). The globally networked total solution system of Sanders delivers value enhancement through solutions sets most appropriate for execution by specific functions for delivery of enhanced value (column 6, lines 57-60). Regression or other similar analysis is used to determine the highest confidence measure of success for particular solutions (column 14, lines 15-25). Therefore, it would have been obvious at the time of the invention to incorporate the established solutions of Sanders into Machin et al's gap analysis system to provide recommended solutions and best practices for industry metrics that can be easily accessed based on the gap analysis. The access of the established solutions would simplify and quicken the gap analysis procedure. The combination of Machin and Sanders teaches inventory turnover and number of customers (see fig. 9 – metric includes inbound calls per 8 hour shift, i.e., number of calling customers; fig 14. – call turnover is included) but does not teach the specific industry is the grocery store industry. However, these limitations merely recite various intended uses of the invention. A recitation of the intended use of the claimed invention must result in a structural difference between the claimed invention and the prior art in order to patentably distinguish the claimed invention from the prior art. If the prior art structure is capable of performing the intended use, then it meets the claim. In a claim drawn to a process of making, the intended use must result in a manipulative difference as compared to the prior art. See *In re Casey*, 152 USPQ 235 (CCPA 1967) and *In re Otto*, 136 USPQ 458, 459 (CCPA 1963). The claimed recitations of intended use neither result in a structural difference between the claimed invention

and the prior art nor in a manipulative difference as compared to the prior art; therefore, the claimed invention is not deemed to be patentably distinct over the prior art.

As per claim 30, Machin et al teaches identifying operational metrics for the industry, wherein the operational metrics includes a factor used to measure health or viability of a generic company in the specific industry (figs. 12 and 13 – a set of metrics are identified to evaluate a call center – these metrics inherently measure health or viability of the call center); assembling a set of solutions for application for a specific industry, wherein the set includes one of decision, an action, a product and a service (Since Machin et al is set up so that one can independently log in to the system and perform the gap analysis wherein the set of solutions is pulled from a database, it seems that these solutions associated with industry metrics are set forth prior to any gap analysis taking place. Based on the industry, in the example given it is a call center, a set of metrics is established. Once the gap analysis is performed on each of the metrics, a printout of a summary of potential solutions available on the market for narrowing or eliminating that gap is presented. These solutions must be previously set forth based on the metrics for the specific industry); comparing current operational performance of the company to an operational performance of another company within the industry to expose performance gaps (column 11, line 15 – column 12, line 15 – a performance gap analysis is performed evaluating the performance gap between the requesting user and a peer group); generating a value proposition by identifying a solution based on the impacts to address the exposed performance gaps (column 12, lines 17-30 - the gap versus solution optimizer report takes each metric and comes up with a summary of potential solutions; then estimates the impact of the solution on the performance gap and ranks the solutions in descending order with the best solution at the top; see fig 14 also – for

each performance gap, based on the metrics, an optimal decision index is calculated based on cost to implement, time to implement, risk to implement and return on investment to implement – that with the lowest optimal decision index is the best proposed solution for that performance gap (column 13, lines 22-27)) and outputting the value proposition from the computer system (see fig 14), but does not explicitly teach assessing impacts of application of the solutions on operational metrics prior to any comparison between companies. However, Sanders teaches a continuous closed loop process wherein enterprise value enhancement solutions are updated based on feedback information. Sanders teaches a performance processor is used to compile a set of solutions that are mapped to causals and functions of the enterprise (column 14, lines 10-65). The globally networked total solution system of Sanders delivers value enhancement through solutions sets most appropriate for execution by specific functions for delivery of enhanced value (column 6, lines 57-60). Regression or other similar analysis is used to determine the highest confidence measure of success for particular solutions (column 14, lines 15-25). Therefore, it would have been obvious at the time of the invention to incorporate the established solutions of Sanders into Machin et al's gap analysis system to provide recommended solutions and best practices for industry metrics that can be easily accessed based on the gap analysis. The access of the established solutions would simplify and quicken the gap analysis procedure. The combination of Machin and Sanders teaches inventory turnover and number of customers (see fig. 9 – metric includes inbound calls per 8 hour shift, i.e., number of calling customers; fig 14. – call turnover is included) but does not teach the specific industry is the grocery store industry. However, these limitations merely recite various intended uses of the invention. A recitation of the intended use of the claimed invention must result in a structural

difference between the claimed invention and the prior art in order to patentably distinguish the claimed invention from the prior art. If the prior art structure is capable of performing the intended use, then it meets the claim. In a claim drawn to a process of making, the intended use must result in a manipulative difference as compared to the prior art. See *In re Casey*, 152 USPQ 235 (CCPA 1967) and *In re Otto*, 136 USPQ 458, 459 (CCPA 1963). The claimed recitations of intended use neither result in a structural difference between the claimed invention and the prior art nor in a manipulative difference as compared to the prior art; therefore, the claimed invention is not deemed to be patentably distinct over the prior art.

As per claim 31, it is the system for performing the method of claim 29. Therefore, since Machin et al teaches a computer system, the same rejections as applied to claim 29 is applied to claim 31. Further, the combination of Machin and Sanders teaches inventory turnover and number of customers (see fig. 9 – metric includes inbound calls per 8 hour shift, i.e., number of calling customers; fig 14. – call turnover is included) but does not teach the specific industry is the grocery store industry. However, these limitations merely recite various intended uses of the invention. A recitation of the intended use of the claimed invention must result in a structural difference between the claimed invention and the prior art in order to patentably distinguish the claimed invention from the prior art. If the prior art structure is capable of performing the intended use, then it meets the claim. In a claim drawn to a process of making, the intended use must result in a manipulative difference as compared to the prior art. See *In re Casey*, 152 USPQ 235 (CCPA 1967) and *In re Otto*, 136 USPQ 458, 459 (CCPA 1963). The claimed recitations of intended use neither result in a structural difference between the claimed invention

and the prior art nor in a manipulative difference as compared to the prior art; therefore, the claimed invention is not deemed to be patentably distinct over the prior art.

Claims 32 and 33 are directed to the program product stored on a recordable medium for performing the method of claims 29 and 30. Therefore, since Machin et al teaches a computer system, the same rejections as applied to claims 29 and 30 are applied to claims 32 and 33. Further, the combination of Machin and Sanders teaches inventory turnover and number of customers (see fig. 9 – metric includes inbound calls per 8 hour shift, i.e., number of calling customers; fig 14. – call turnover is included) but does not teach the specific industry is the grocery store industry. However, these limitations merely recite various intended uses of the invention. A recitation of the intended use of the claimed invention must result in a structural difference between the claimed invention and the prior art in order to patentably distinguish the claimed invention from the prior art. If the prior art structure is capable of performing the intended use, then it meets the claim. In a claim drawn to a process of making, the intended use must result in a manipulative difference as compared to the prior art. See *In re Casey*, 152 USPQ 235 (CCPA 1967) and *In re Otto*, 136 USPQ 458, 459 (CCPA 1963). The claimed recitations of intended use neither result in a structural difference between the claimed invention and the prior art nor in a manipulative difference as compared to the prior art; therefore, the claimed invention is not deemed to be patentably distinct over the prior art.

Conclusion

11. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

Graff et al, "Winning retail: a self assessment and instructional guide for independent retailers." Chapters 2 and 11.

12. Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP § 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the date of this final action.

13. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Johnna R. Loftis whose telephone number is 571-272-6736. The examiner can normally be reached on M-F 8am-4:30pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Tariq Hafiz can be reached on 571-272-6729. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

JL
8/15/07



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